



Student Journey Maps

Background

California community colleges educate 2.1 million students per year. The 114 colleges in the system serve the most diverse student population with vastly different backgrounds, educational experiences, and goals. While the goal of the system is to provide each student with a customized educational plan and experience, the systems, processes, and practices for onboarding these students must be designed cost effectively to provide general services for the most common student population categories.

This document describes seven diverse student categories. These categories will be validated with existing and new qualitative and quantitative data to ensure they are representative of the most common student needs and goals. Once the categories have been validated, CCC will ensure that systems and processes provide a positive and seamless onboarding experience. Many of the systems and services currently exist, but are not yet offered in an integrated set of services to seamlessly guide the students through the process. The seven student cases are:

1. New high school graduate with possible need for remediation in English and Math and need for financial aid. (Tara)
2. Returning low-income African-American student with wife and two kids. Wants to get a degree but doesn't know in what or how to proceed. His goal is to get the training he needs that would move him into a middle-income job. He currently works two jobs, one full-time during the week and one part-time on weekends. (Darrin)
3. A 22-year-old single-parent female Hispanic student that is a first-generation college student. She would qualify for EOPS but has no idea that such a service exists and what it is. She is seeking the education needed to get a good job so she can take care of herself and her daughter. (Sarah)
4. A returning veteran who wants to pursue a career in health. He had medic experience in military. He works full time and wants a flexible schedule. (Ramiro)
5. A white female who was an honor student in high school, played varsity basketball, and is part of the LGBTQ community. She can't afford going directly to a four-year university, so she is looking for similar opportunities at a community college before transferring. (Yvette)
6. A 42-year-old male working-adult with a family. He works hard, 10 hours a day. But the technologies have been changing in his job and the newly hired employees seem to know how to work with the new tools and automated equipment. He is worried that his knowledge and experience is becoming outdated and his job may be at risk. (Marcos)
7. New immigrant with ESL needs that wants to start his own business in United States and make enough to support his family. He has a lot of experience running small companies in another country. (Alonso)

In the following pages, each student journey map narrative will be described according to each student's currently anticipated experience, followed by the desired path/vision of how the experience could be enhanced.